

STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
OFFSITE MEETING
OCTOBER 4, 2000
RICKMAN CENTER, ASSEMBLY HALL

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|------------|---------------------|------------------|------------------|
| ATTENDEES: | Bill Perkins, Chair | Dennis Bax | Rich Beckwith |
| | Karen Boeger | Jim Branson | Kathy Burris |
| | Carolyn Cook | Jeff Falter | Jan Grecian |
| | Jill Hansen | Russell Helm | Gina Hodge |
| | Don Lloyd | Gary Lyndaker | Bob Meinhardt |
| | Sheri Morice | Lyndon Mote | Kim Potzmann |
| | Jearl Reagan | Jim Roggero | Betty Rottmann |
| | Tom Stokes | Eric Van Alstine | Mike Wankum |
| | Debbie Wells | Ron Welschmeyer | Gerry Wethington |
| | Chris Wilkerson | Mary Willingham | Lanny Wingate |

Bill Perkins opened the meeting at 8:30 a.m. at the Rickman Center.

ACTION ITEMS

1. Approval of the August 30, 2000, Information Technology Advisory Board Meeting Minutes

Bill asked if there were any changes, additions or deletions; there were none. The minutes of the last meeting were approved as written.

GENERAL BUSINESS

1. CIO Update

Gerry Wethington expressed his appreciation to the IT Directors who have met with him and noted that he will be meeting with the remainder when the schedule allows. Anyone wishing to schedule a meeting with Gerry should contact Mary Luebbert at the Office of Information Technology. By the next ITAB meeting he hopes to have been able to meet with all IT Directors and to formulate a plan for the direction he would like to initiate. He stated the E-Government plan was distributed to everyone on Monday. He asked that the plan be reviewed in detail to ensure the project description is accurate and that background material is available if questions arise. The contents of the project description and surrounding details will be the context of the discussion all necessary items are included in the plan. After reviewing, he asked that the Directors share this information with their management to include department directors and deputy directors. The importance of including E-Government in the priorities for the agencies should be noted with the agency management. It should also be understood that the savings generated from the business side need to be redirected internally within your departments over a two-year period to cover the costs of infrastructure. Gerry noted that Jan Grecian had done a marvelous job in putting this plan together. The Prime Vendor Contract has been assigned to Worldwide Technologies. He is looking forward to working with the opportunities available under the contract. Please be sure to report both good and bad experiences to him so that he can keep abreast of the responsiveness of this company. The Prime Vendor Oversight Committee will be reconstituted. He will include representatives from Education, another larger state agency that has diversified and decentralized offices throughout the state, agencies that deal with customers outside state government (i.e. local government), ITAB representative elected by ITAB, and a small agency. Once all the areas have been covered, he will begin contacting individuals to serve on this committee. The meetings will be held monthly with representatives from Worldwide Technologies in attendance. The month's statistics are reviewed at these meetings. The next meeting is scheduled for October 24th and may be held in St. Louis to allow this group to meet the owner and manager, tour the facilities and obtain a better perspective of the company. The State Data Steering Committee has produced

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a charter that allows provisions by its customers and ex officio members that utilize the SDC. Anyone who would like to review this charter or has questions should contact Bill Perkins, who is now the chair of the SDC Steering Committee or Gail Wekenborg. He would like to ensure that representatives from ITAB, SDC Steering Committee and OIT collectively project the desires and wishes of the IT community.

2. E-Government Update

Jan Grecian asked if there were any questions or concerns about the E-Government plan. Some concerns were noted on the strategy for marketing the plan to the Department Directors, when the project is actually being funded outside the agency. Gerry noted he would meet with Mark Reading on this topic and he is willing to meet with any one else as requested by the agencies. He also stated that FTE requests had been kept out of the plan with the exception of infrastructure. There is also a possibility of increased infrastructure costs. The E-Government initiative is going to drive architecture and resulting standards at a level different than in the past. Architecture will be readdressed from the perspective of what do we need to drive E-Commerce.

2. Performance Measurements Update

Bill Perkins noted that the Balanced Scorecard seminar was attended by several of those present at this meeting. The group did receive a good background on measures and metrics. However, the goal had been to develop a set of measures by the end of the session. At the next committee meeting, procedures were developed and will be critiqued by META. The committee hopes to present these to ITAB in January.

3. SAM II Update

Betty Rottmann reported that several agencies have been working on the test database. Several agencies have actually gone out to the SAM II office and worked on the test database. They have been allowing agencies access to the test database for HR/Payroll testing. If agencies need reports and have not started working on them yet, it must be done now. For access, you may contact Shelly Adams or Betty. The data warehouse is ready for when the system goes live November 1st. Lanny Wingate stated that the additional components for the financial side were now available. Betty added that on the financial side there is an Inception to Date field on the grant side for which the previous year's data did not roll over. Mary Willingham reported her office had experienced some response time problems with BRASS reporting during office hours. She noted after hours there does not appear to be any delays. Bill will forward this information to Jim Schutt for action.

ACTION REQUIRED: Bill Perkins will notify Jim Schutt of response time problems with BRASS during work hours.

4. Prime Vendor

Karen Boeger stated that pricing on Microsoft products can now be obtained, but documentation and media prices are still not available. By end of this week, select pricing should be available. Some issues are being resolved with agencies ordering computers typically not designed for the work environment. Jill Hansen expressed concern that these policies are not noted and followed. The prior Oversight Committee agreed that home line computers should not be purchased for business purposes. The committee will discuss this topic again at their October 24th meeting and decide whether this should be opened up to allow the agencies to purchase the home line computers as long as they are aware of the restrictions. Gerry requested that any

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comments regarding the enterprise vs. home line of computers be emailed to him prior to the October 24th so that these can be taken into consideration. These policies will be placed in a manual or a similar format.

ACTION REQUIRED: IT Directors to email their comments relating to whether or not agencies should be allowed to purchase home line computers for business use to Gerry prior to the October 24th meeting.

5. Personnel Committee

Jan Grecian noted that with the retirement of Joyce Backes, this committee is in need of a new representative

6. MOTEC

Jill Hansen noted that she had the opportunity recently to use the facility with good results. She also has received complaints from an agency that does not participate in either the training coordinators or MOTEC Steering Committee. Anyone interested in attending these meetings should contact Jill for meeting dates and times.

7. Security Committee

Jim Branson stated that Rex Peterson would provide an update at next month's meeting.

REPORT OF PLANNED/ACTIVE BIDS

Karen Boeger stated they would be moving forward with the re-bid of the Prime Vendor Contract. The WISKA contract is being utilized for AS400 and RS6000. Innovated Systems was awarded the contract for a commercial replacement information system for the Department of Mental Health facility and central client, services and payment systems. Betty Rottmann noted that Oracle would be coming in for another session next week. Some agencies are looking at an alternative to Oracle.

RECOGNITION OPPORTUNITIES

1. Review Making a Difference Award

Jan Grecian reviewed the current process for this award. She distributed a handout on policies and the form currently being used. This award has only been given three times since its inception in the fall of 1998. The current requirements state the recommendation must come from an ITAB member and be approved by the ITAB Chair, Vice-Chair and the CIO. The group discussed whether additional awards should be created or the current one expanded to allow outside recommendations. The creation of an ITAB Recognition Award to cover all areas, both technical and non-technical was discussed. It was recommended that the first five to seven minutes of the ITAB meetings be dedicated to award presentations. Jan recommended starting a committee to review this. Gerry also recommended including the department directors in the recognition by sending them a letter and requesting their attendance. Jan's committee will meet and bring recommendation back to ITAB. Chris Wilkerson recommended opening up the recommendations to the outside of ITAB. Bill asked everyone's approval for one additional award to be general and cover all areas. This was approved unanimously.

ACTION REQUIRED: Jan Grecian will lead a committee to develop a recommendation on awards to be presented at a future ITAB meeting.

CHARTER FOR ITAB

1. Membership

Bill Perkins noted that he had previously discussed creating a charter for ITAB, which captures policies/standards approved by the ITAB. He distributed the current list of contacts and asked that any changes be noted and returned to him for updating. The ex officio members should be considered as part of the charter. The individuals functioning in the capacity of ex officio member should be identified and invited to attend the quarterly meeting. They should also provide any topics for discussion. This strategy was acceptable to those present.

ACTION REQUIRED: Any changes to the ITAB contacts information sheet should be sent to Bill Perkins.

2. Committee Structure and Liaisons

When the committees were created, liaisons were given the responsibility to keep the ITAB informed of happenings and any direction being taken by the group. Bill distributed the list of committees currently documented. He suggested forming a committee to work on documenting committees. Bill will work with Ron Welschmeyer, Jearl Reagan, Gerry Wethington and Jim Roggero to update this list. In addition, this committee was to work on the charter with Gerry's direction. Time will be allowed when this committee is prepared to review the documentation during an ITAB meeting. The charter should indicate who has the ability to establish a committee, define the structure of that committee and determine the liaisons responsibilities. Mary Willingham suggested charters and guidelines should be developed for the users groups.

ACTION REQUIRED: Bill Perkins will lead a committee to review and update the current list of committees.

3. Liaison Responsibilities

Gerry noted the liaison should not be required to attend all committee meetings but should coordinate with the chair to provide feedback at the ITAB meetings. Any additions or changes should be forwarded to Bill.

4. Meeting Structure

The importance of sharing projects and events going on in other agencies was discussed. Gerry recommended that all agencies present their plans at the next strategic planning session, not just a select few agencies. Ties to the statewide initiative should be identified. He suggested developing a two-day offsite strategic planning session involving all agencies. Agencies would need to bring their strategic plan with them for presentation/discussion. Chris Wilkerson stated it was important to know not only the plans of the agencies, but also their progress to date. Rich Beckwith suggested briefly reporting on individual agencies possibly during open discussion. The group recommended continuing the monthly updates with the addition of an update for the SDC Steering Committee, which will start during November 2000. On a quarterly basis, it was recommended that the ITAB meetings should be extended into all-day sessions.

PROJECT MANAGEMENT

1. Current Program/Budget Requirements

Tom Stokes reported that the current contract with Boston University expires early next year. He hopes to have it awarded by the end of this month. Tom requested that all requests to reserve spots for the next class be presented to him in writing or by email. He distributed a handout on the current policies. He stated that a central database needs to be developed to detail best practices/lessons learned and figures accumulated on planned vs. actual costs. Risk plans will not be required for projects requesting training dollars only. He reviewed the process previously distributed as guidelines for the Project Review Committee. The requirement that the project manager must be adequately trained constitutes the individual has been through the Project Management training course or equivalent training. More information on this is available on OIT's website. This course of action was chosen to resolve some issues surrounding IT projects/plans. Bill recognized Tom for his efforts in coordinating all these activities surrounding the classes. Jim Roggero suggested initiating a statewide contract for an executive type one-day course covering the entire eight-month course. Gary Lyndaker asked for a class that is somewhat in between these two possibilities. Bill noted that Betty Rottmann teaches a class through Columbia College. It was noted that although other options exist for training, only those that complete the eight-month course can qualify as project managers. Gerry suggested coordinating the outside vendors training. Jim Roggero will forward to Tom the company he has been using for possible consideration. Betty suggested some individuals who have completed the class be allowed to teach these classes at MOTEC, or similar location. Gerry stated that the individuals teaching would be required to have completed the eight-month course and be certified by the Project Review Committee. Tom mentioned that a mid-Missouri chapter that has been created due to the interest. A review course is being discussed for those who have completed the eight-month course and are preparing for certification. Agencies are assuming that they will cover the costs for this class. Gerry asked Tom to poll those who have taken or are taking the Project Management course to get their input on the follow-up class payment.

ACTION REQUIRED: Agencies requesting reservations for upcoming Project Management classes should submit those requests in writing or by email. Jim Roggero to forward information on the vendor that his office has utilized for a one-day overview course for executives. Tom Stokes to poll those employees who have taken or are taking the Project Management course to obtain feedback on whether the review class would be paid for by their agency.

THURSDAYS @ 10

1. Concept Review

Debbie Wells discussed the current concept of the Thursdays @ 10 meetings as being a forum to allow the vendors to demonstrate new products to the state. The past format has been successful, but attendance at some presentations has been low. The actual number of attendees for each presentation is not known, as it is currently not being monitored. One suggestion was that a signup sheet be used to determine the actual attendees at the various presentations to assist in determining the amount of interest. Gerry suggested the ITAB develop a guideline for the topics covered in these sessions. This would ensure that topics covered are meaningful to the IT world and would improve attendance as currently the most beneficial presentations are still well attended. These meetings also keep the one-on-one vendor meetings with the IT directors to a minimum. Mary Willingham requested that a notice be sent out early listing the month's scheduled presentations. OIT will review this discussion and report back.

ACTION REQUIRED: OIT will review the discussion on Thursdays @ 10 meetings and report back to the group at a later time.

2. Signup Process

Vendors currently may register for the meetings through the OIT website. The majority felt that it is at the risk of the vendor on whether or not the expenses of the scheduling are beneficial or not.

LEADERSHIP DEVELOPMENT

1. Opportunities/Mentoring

Betty Rottmann distributed two handouts on leadership development. She reviewed the processes outlined on each handout. Group members expressed interest in the process and the mentorship. She also suggested a session that would give instruction on the budget process and also a procurement session. Jill suggested another session on personnel issues. The items could be placed on the web for reference as needed. The mentorship program would assign an IT Director to a newly hired IT Director to meet with them and provide information on policies and standards. The CIO would also plan to meet with him early in the process, perhaps even assigning an OIT staff member in addition to the mentor. It was suggested that Betty take the two newest members to assist her with this planning process. Gerry set goal to have this program drafted by the November meeting. Bill noted that time could be designated at the proposed quarterly meetings for leadership training sessions, if so desired. It was also suggested that when members attend conferences such as NASIRE, Palisades, etc., that a recap is given at ITAB upon return. Specific structures would need to be established for the recaps. A list of conferences that are recommended for attendance by IT directors may also need to be developed. Betty also spoke in more detail on succession planning. Gerry stated that IT directors have an obligation to their staff to prepare them for higher-level positions. Betty will discuss with Gerry and report back at the November meeting. Any comments or suggestions should be emailed to Betty.

CALENDAR OF EVENTS

1. Calendar Items

Jim Roggero spoke on a statewide IT calendar that lists all dates that are relevant to the IT staff. Any conferences that are endorsed by ITAB could be listed. The group was receptive to this idea. The items noted for possible inclusion are as follows:

- NASIRE Conferences
 - May 5-9, 2001
 - October 13-17, 2001
- Form 5 Submissions – October 1
 - Risk Management Plans
 - Project Plan
- NGA Strategic Plan
 - October, November, December, March 31, 2001
- March 9 Procurement Requirements Deadline FY01
- ITAB Meetings
- SDC Steering Committee Meetings

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- SAM II Key Milestones
- Technical and Management College @ Palisades
- Leadership Training
- Key MOTEC Dates
- GIS Meetings
- HIPAA Milestones
- Justice Conference – October 2001
- Budget Deadlines
- Project Management Class Dates and Deadlines (possibly begin actually scheduling dates and filling the classes)
- Key Contract Termination Dates
- State of ITAB Report
 - Dates Due
- OIT Strategic Planning Meeting
- E-Government Milestones
- Thursdays @ 10
- State Fair Dates
- Election Dates
- Inauguration and Transactions
- SDC Cap dates
- Internet Rate Structure
- Key Legislative Dates
- Key Committee Meetings/User Group Meetings (committees/groups submit meeting dates)
- Major Milestones (i.e., Y2K, SDC Consolidation, etc.)
- Survey Due Dates (when known)
- NASIRE awards

2. Calendar Function and Location

The calendars should be reviewed monthly for additions/changes. It was suggested the calendar be kept on the OIT website. A standard timeframe (date/month) would need to be identified for strategic planning. OIT will discuss this item and report back at the next meeting.

ACTION REQUIRED: OIT will discuss an IT calendar and report back at a future meeting.

STANDARDS

1. Discussion

The group reviewed the current standards of computer products. Gerry stated that originally the architecture experts instructed us to wait until the plan is complete before presenting. This has now been determined as poor advice. When the architecture committee meets this Friday, they will begin to do the architecture process in increments and announce them. The trust level must be increased to allow all members to participate to avoid overloading others and duplicating work. Architecture is built around business needs. Some standards will flow from the E-Government plan. The projection of costs will be difficult to determine when planning the moves to the new architectural standards. There should be a sense of urgency in developing architecture to provide guidance as early as possible in development. People who

understand the security issues (or others) should be used to develop the architectural structure. Everyone should be adaptable to changes in duties. IT directors should be willing to deal with the issues rather than cover the facts. The guidelines set by META or another vendor should be followed and built upon. Betty stated the architecture is the key delivery as other decisions are dependent on it. It may be necessary to have a chief architect in the OIT office, as other states have gone this route. Each agency may also need to appoint a chief architect.

2. List of What We Have Agreed To

- Awards
- Sharing of Information
 - Metric
 - Projects
- Identify and Work Tough Issues
- SDC Updates
- Longer Meetings – Quarterly
- Ex Officio Members
 - Ask for Topics

VISION AND GOALS

1. Transition Document Plan

- Charter - Relation to COMAP
- Mission – Criss-cross of Silo
 - Accomplishments
- Data Center Consolidation
- Y2K
- Personnel
- Purchasing-Prime Vendor Contract
- Project Management
- IT Strategic Plan
- Risk Management
- MOTEC
- SAM II
- IT Coalition

Yet to be done:

- E-Government
- Architecture
- Performance Measures
- Commodity View vs. Capital Investment
- Information as an Asset
- Total Cost of Ownership
- Growth of IT
- Business Drivers

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2. The following items were determined the highlights of the meeting today.

- Architecture (journey-need near time-standards)
- Communication
- Share Data Between Departments
- Priorities
- Orientation
- Meeting Format (longer, quarterly)
- Not Worried About Self interest
- E-Government
- HIPAA Awareness
- Tough Issues
- Trust
- Charter (Purpose-Direction-Scope)
- Leadership Development
- Mentor Program
- Calendar
- OK to Disagree
- Teamwork
- It's Not Just "Tech"
- Action
- Refresh
- Must Be Involved
- Awareness
- Format for Future

Prime Vendor Oversight Committee

Jearl Reagan agreed to attend the Missouri PC Prime Vendor Oversight Committee meetings as a representative of ITAB. This committee will work to resolve any issues with Worldwide Technologies and any contract issues.

Nominating committee

Gerry Wethington, Bill Perkins, Ron Welschmeyer and Lanny Wingate agreed to serve on the nominating committee for the next vice-chair of ITAB and other areas.

NEXT MEETING

The next ITAB meeting is scheduled for **Wednesday, October 25, 2000**, at 8:30 a.m. at the Kirkpatrick Information Center, Interpretive Center.

BP/cc